

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant:	Peter Tavernese Jr.	Examiner:	Nguyen, Quynh H.
Serial No.:	09/745,305	Group Art Unit:	2642
Filed:	December 21, 2000	Confirmation No:	2060
Title:	<b>CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH CUSTOMER SERVICE AGENTS</b>		

**MAIL STOP APPEAL BRIEF - PATENTS**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**TRANSMITTAL LETTER**

Transmitted herewith for filing in the above-identified patent application are the following documents:

1. Appellants' Reply Brief pursuant to 37 C.F.R. §41.41 (7 pages); and

The Commissioner is hereby authorized to charge any fees that may be due, or to credit any overpayment, to Deposit Account No. **14-1315**, Ref. No.: **27996-133**.

Respectfully submitted,

Dated: May 26, 2009



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